

# MAXANNE WHITEHEAD CLARK

Strategic Learning & Operations Executive

Denton, TX | Open to Remote

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## EXECUTIVE SUMMARY

Strategic Learning & Development and Operations leader with 10+ years of experience building and scaling enterprise learning ecosystems and customer enablement programs. Blend of L&D strategy and operational leadership supporting global workforces of 20,000+ users. Expert in launching learning centers, defining multi-year roadmaps, establishing success metrics tied to adoption, product proficiency, time-to-value, and customer satisfaction, and partnering cross-functionally across Product, Operations, Marketing, Human Resources, and Tech teams to drive measurable business outcomes. Six Sigma Black Belt Certification in progress.

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## SELECTED TRANSFORMATION RESULTS

- Launched enterprise learning and quality programs from the ground up, increasing performance scores from 86% to 97% within 90 days.
- Led a high performance design team, resulting in sought after outputs and a high promote rate for team members.
- Reduced operational friction by 50% through structured process redesign and governance.
- Stabilized SLA performance across complex service environments through workforce optimization and KPI discipline.
- Delivered \$1M+ cost savings through strategic onboarding transformation and blended digital learning design.

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## CORE EXPERTISE

**Functional Skills:** Learning Center Strategy | LMS Ownership & Optimization | Digital Learning Platforms | Learning Experience Design | Program Roadmapping | Learning Analytics | Adoption & Retention Strategy | Process Improvement | Cross-Functional Collaboration | Change Management | Operational Scaling | Operational Leadership | Executive Stakeholder Engagement

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## PROFESSIONAL EXPERIENCE

### MANNATECH, INC.

August 2025 – Present

#### Director, Global Call Center (Hybrid)

- Led and developed a geographically distributed team across multiple countries, identifying and cultivating leadership talent while operating within budget and maintaining team performance.
- Designed and launched a structured quality and enablement framework from the ground up, increasing QA performance from 86% to 97% within three months.
- Established KPI governance systems linking learning initiatives, performance, adoption, and customer experience outcomes.

- Reduced product reshops by 50% by implementing structured process design, decision frameworks, and policy governance.
- Stabilized service-level performance by redesigning workforce strategy across complex service environments.
- Partnered cross-functionally with executive leadership to align enablement strategy with business scalability, retention, and customer success goals.

## **WALMART**

**July 2016 – July 2025**

### **Senior Manager L&D, Customer Care (Remote)**

- Owned LMS strategy, administration, and continuous improvement supporting enterprise onboarding, and leadership development programs.
- Directly managed a team of designers, with various levels of experience, supporting a range of enterprise solutioning such as Just in Time Training, Call Center Simulations, New Hire Onboarding, and Leader Development.
- Managed end-to-end vendor relationships for learning design and delivery, overseeing selection, quality, budget, and timelines; partnered with operations to support vendor performance while maintaining clear ownership boundaries and ensuring training and service standards were met.
- Managed AOP budget for L&D function, implementing cost controls and prioritization strategies to stabilize and reduce year-over-year spend while maintaining program effectiveness.
- Redesigned onboarding strategy reducing training time from 14 days to 7 days through blended and digital learning implementation, saving \$1M+ while increasing CSAT by 10%.
- Led the creation of the first leadership development program for frontline leaders in Care utilizing 70/20/10 model, resulting in 74% boost in team trust.
- Led the design and execution of Gallup CliftonStrengths workshops across 500+ Care leaders, driving a 33% increase in leader engagement.
- Defined learning success metrics tied to operational KPIs, adoption, and customer satisfaction outcomes.
- Led cross-functional change management initiatives supporting large-scale system and process rollouts.
- Designed & implemented scalable workflows across 5 teams, resulting in a 268% YoY increase in GTM/JIT initiative delivery.

## **EDUCATION & CERTIFICATION**

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### **BA in History, Education**

Texas Tech University

### **Six Sigma Yellow Belt Certified**

The Council for Six Sigma Certification (CSSC)

*Black Belt Certification – Paid For & In Progress (2026)*

### **AI-Powered Content Creation: Train Your AI to Think Like an Instructional Designer**

LinkedIn Certification